

Patricia M. French
Senior Attorney



300 Friberg Parkway
Westborough, Massachusetts 01581
(508) 836-7394
(508) 836-7039 (facsimile)
pfrench@nisource.com

August 12, 2005

BY OVERNIGHT DELIVERY AND E-FILE

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, MA 02110

Re: Bay State Gas Company, D.T.E. 05-27

Dear Ms. Cottrell:

Enclosed for filing, on behalf of Bay State Gas Company ("Bay State"), please find Bay State's responses to the following Information Request:

From the Attorney General:

AG-22-23

Please do not hesitate to telephone me with any questions whatsoever.

Very truly yours,

Patricia M. French

cc: Per Ground Rules Memorandum issued June 13, 2005:

Paul E. Osborne, Assistant Director – Rates and Rev. Requirements Div. (1 copy)
A. John Sullivan, Rates and Rev. Requirements Div. (4 copies)
Andreas Thanos, Assistant Director, Gas Division (1 copy)
Alexander Cochis, Assistant Attorney General (4 copies)
Service List (1 electronic copy)

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
TWENTY-SECOND SET OF INFORMATION REQUESTS FROM THE ATTORNEY GENERAL
D. T. E. 05-27

Date: August 12, 2005

Responsible: Joseph A. Ferro, Manager Regulatory Policy

AG-22-23 Under what conditions do the Company's tariffs allow the Company to deny to serve new residential customers? Include citations to the Company's tariff provisions.

Response: The Company may deny service to a new residential customer under the following circumstances:

1. The Customer is not of legal age to contract for service and/or the Company is not able to verify the identity of the Customer based on information provided on the application. (See M.D.T.E. No. 2 – Section 5.4)
2. An oral application for service is received from an applicant who is not currently a Customer of record at a location where service has been disconnected for non-payment. Under such situation, the Company may request a written application as a precondition of service. If it is determined that the applicant is indebted to the Company for any service, the Company may refuse service unless the applicant agrees to a reasonable payment plan. (See M.D.T.E. No. 2 – Section 5.5)
3. The Company may refuse an application for service if the amount or nature of the service applied for, or the distance to the premises to be served, or the difficulty of access thereto, is such that the estimated income from the service is insufficient to yield a reasonable return to the Company. In such instances, if the Customer agrees to pay, in addition to the payments made under the applicable rate schedules, the whole or part of the expenditure, or make other reasonable payments as the Company deems necessary, service will be provided. (See M.D.T.E. No. 2 – Section 5.8 and 5.9)
4. The Company may refuse to connect its service if, to its knowledge and judgment, the Customer's installation is dangerous, defective or in violation of the Company's requirements. (See M.D.T.E. No. 2 – Section 6.2)